Facilities Management

As stewards of the built environment, we serve to develop and maintain a living, learning, and working environment where students, faculty and staff can thrive and contribute to our global society.

Facilities Management Assessment UPDATE

Implications for Practice:

1. Facilities Management is currently doing more non-planned maintenance work than planned maintenance work through deferred maintenance.
2. Challenges were identified with the amount of time required to close work orders. A "finish date" feature was created in WebTMA to address this challenge. Integrating WebTMA with PeopleSoft will further close the gap.
3. Evaluation is required of the maintenance shops receiving higher than average work orders.
4. The WebTMA system has better coordinated the work between the maintenance shops.

Study Follow-up:

1. Facilities Management continues to perform more non-planned maintenance work than planned maintenance work. Facility renewal needs, both recurring and non-recurring, have not kept pace with facility condition assessment recommendations. As a result, systems are more prone to fail. Facilities Management has addressed these issues by funding critical needs through deferred maintenance funding, Total Return Portfolio (TRP), and as part of the Proposition 13 general obligation bond measure that failed to pass.
2. This assessment illustrated the challenges associated with closing work orders. This poses a problem because work orders could have been completed, but not finalized in the WebTMA system. This could cause delays in billing to campus departments. Moreover, data pertaining to actual work order completion may not be accurate. A "Finish Date" feature was added to the WebTMA system allowing staff to close work orders. Currently, discussions about integrating the WebTMA system with the PeopleSoft system are underway. Integrating both systems will close the billing gap. Process improvement methods and strategies to improve record keeping practices are currently under review.
3. The data from this assessment evaluated the volume of work performed by Facilities Management. More importantly, it showed the specific maintenance trades in high demand and the particular services that support campus operations. The data provides pertinent information for funding of vital operations and specific trades to perform this maintenance work in support of campus activities.
4. Full implementation of the new WebTMA system has improved the coordination of work between trades on campus projects. The assessment allowed deeper delving into particular work projects requiring one or more trade shops to complete. The new WebTMA system has integrated work pertaining to maintenance projects enabling better tracking of materials and time. A customer survey link has been included to obtain feedback from campus stakeholders to evaluate services and responsiveness.